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Inventor's signature

Residence and Post Office Address: 10180 Belladrum, Alpharetta, GA 30022

ECEARATION AND POWER OF ATTORNEY

Attorney's Docket No. 07117.105015

In re Application of: Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley

As a below named inventor, I hereby declare that my residence, post office address and citizenship are as stated below next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: Method and System for Selecting a Preferred Contact Center Agent Based on Agent Pr ficiency and Performance and Contact Center State, the specification of which was filed with the U.S. Patent and Trademark Office on August 20, 2003 and assigned U.S. Serial No. 10/645,917.

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I hereby claim foreign priority benefits under Title 35, United States Code, §119 (a)-(d) of the foreign application(s) for patent or inventor's certificate listed below, and have also identified below any foreign application for patent or inventor's certificate disclosing subject matter in common with the above-identified specification and having a filing date before that of the application on which priority is claimed:

the application on which	n priority is c	claimed:	-	
Application No.	Country	Filing Date	Priority Clair	med Under 35 USC §119 (a)-(d)
			Yes	No
I hereby claim the bene below:	fit under Tit	le 35, United States Code, § 1	119(e) of any United St	tates provisional application(s) listed
(Application No.)	(	(Filing Date)	(Application No.)	(Filing Date)
insofar as the subject rapplication in the mann disclose material inform	matter disclo er provided nation as defi	sed and claimed in the prese by the first paragraph of Titl	ent application is not one entrapplication in entrapplication is not one entrapplication in entrapplication in entrapplication is not one entrapplication in entrapplication in entrapplication is not one entrapplication in entra	ates application(s) listed below and disclosed in the prior United States de §112, I acknowledge the duty to which became available between the application:
Application Serial 1	<u>No.</u>	Filing Date	Status: patented, pe	ending, abandoned
and belief are believed to and the like so made an Code, and that such will POWER OF ATTORNI Patent and Trademark ( 36,942; Holmes J. Ha William O. Isaacs II-44	to be true; and the punishable ful false state. EY: The folloffice connections, 165; Robert T48,785,174  King & Custom 191 Performance in the pe	and further that these statements by fine or imprisonment, or ements may jeopardize the value of the lowing are hereby appointed the cted therewith: Sherry M. K. Steven P. Wigmore-40,44 T. Neufeld-48,394; Stephanic St. Natasha Horne Moffitt-53, as Spalding LLP her No. 20786 archtree Street, N.E., 45th Floor	were made with the kn both, under Section 16 didity of the application to prosecute this application (nowles-33,052; W. Sca 17; Charles E. Peeler- e D. Adams-47,378; He 340; Michael S. Pavent	all statements made on information towledge that willful false statements 2001 of Title 18 of the United States or any patents issuing thereon.  Ation and transact all business in the ott Petty-35,645; Clark G. Sullivan-45,004; A. Shane Nichols-43,836; Dang Vo-47,158; James M. Hannon-to-42,985; Michael L. Wach-54,517; one calls at (404) 572-4600  Robert T. Neufeld
Full name of first invent	<del>- /</del>	G A McConnell	Citizanol	hin: United States of America

Page 1 of 8.

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Application No.	Country	Filing Date	Priority Clain	Priority Claimed Under 35 USC §119 (a)-(d)		
			Yes	No		
I hereby claim the below:	enefit under Ti	tle 35, United States Co	ode, § 119(e) of any United Sta	ates provisional application(s) listed		
(Application No	.)	(Filing Date)	(Application No.)	(Filing Date)		
insofar as the subjection in the material into	ect matter disclusion nanner provided formation as des	osed and claimed in the by the first paragraph fined in Title 37, Code	ne present application is not donor of Title 35, United States Coo	tes application(s) listed below and isclosed in the prior United States de §112, I acknowledge the duty to which became available between the application:		
Application Ser	rial No.	Filing Date	Status: patented, per	nding, abandoned		
and belief are believed and the like so mad Code, and that such	red to be true; a le are punishabl willful false sta	and further that these state by fine or imprisonments may jeopardize	tement were made with the known tent, or both, under Section 10 the validity of the application of	_		
			-	tion and transact all business in the out Petty-35.645: Clark G. Sullivan-		

POWER OF ATTORNEY: The following are hereby appointed to prosecute this application and transact all business in the Patent and Trademark Office connected therewith: Sherry M. Knowles-33,052; W. Scott Petty-35,645; Clark G. Sullivan-36,942; Holmes J. Hawkins-38,913; Steven P. Wigmore-40,447; Charles E. Peeler-45,004; A. Shane Nichols-43,836; William O. Isaacs II-44,165; Robert T. Neufeld-48,394; Stephanie D. Adams-47,378; Hoang Vo-47,158; James M. Hannon-48,565; Charles E. Thorpe, Jr.-48,782; Natasha Horne Moffitt-53,340; Michael S. Pavento-42,985; Michael L. Wach-54,517;

Send correspondence to:

Madeline I. Johnston-36,174

King & Spalding LLP

Atlanta, Georgia 30303

Direct telephone calls at (404) 572-4600

Customer No. 20786

191 Peachtree Street, N.E., 45th Floor

Robert T. Neufeld

Full name of second inventor: John C.C. McIlwaine	Citizenship: United States of America
Inventor's signature	Date: 10 30 \ 33
Residence and Post Office Address: 8575 High Hampton Chase, A	lpharetta, GA 30022

Inventor's signature

Residence and Post Office Address: 2596 Midway Road, Decatur, GA 30030

Attorney's Docket No. 07117.105015

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Application No.	Country	Filing Date	Priority Claimed Under 35 USC §119 (a)-(d)		
			Yes	No	
I hereby claim the benefit below:	efit under Title	e 35, United States Code, § 119	9(e) of any United S	tates provisional application(s) liste	
(Application No.)		Filing Date) (A	Application No.)	(Filing Date)	
insofar as the subject application in the man disclose material inform	matter disclos ner provided l nation as defin	sed and claimed in the present by the first paragraph of Title	t application is not of a application is not of a application is not of a applications, §1.56	ates application(s) listed below and disclosed in the prior United State ode §112, I acknowledge the duty to which became available between the application:	
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Send correspondence to	Custome 191 Pea	Spalding LLP er No. 20786 chtree Street, N.E., 45 <sup>th</sup> Floor	Direct teleph	one calls at (404) 572-4600  Robert T. Neufeld	
Full name of third inve		Georgia 30303 ggenstoss	Citizens	hip: United States of America	

Inventor's signature

Residence and Post Office Address: 9510 Lisa Circle, Gainesville, GA 30506

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Application No.	Country	Filing Date	Priority Claime	ed Under 35 USC §119 (a)-(d)
			Yes	No
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insofar as the subject application in the madisclose material info	t matter disclo nner provided rmation as defi	sed and claimed in the presen by the first paragraph of Title	at application is not dis 35, United States Code al Regulations, §1.56 w	es application(s) listed below and sclosed in the prior United States § 112, I acknowledge the duty to hich became available between the oplication:
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and belief are believe and the like so made Code, and that such we POWER OF ATTOR Patent and Trademark 36,942; Holmes J. I. William O. Isaacs II-48,565; Charles E. The Madeline I. Johnston-	d to be true; are are punishable villful false state  NEY: The following the Connect of the Conn	by fine or imprisonment, or the ments may jeopardize the validation owing are hereby appointed to cted therewith: Sherry M. Kn.; Steven P. Wigmore-40,447 T. Neufeld-48,394; Stephanie 2; Natasha Horne Moffitt-53,34 Spalding LLP er No. 20786 chtree Street, N.E., 45th Floor Georgia 30303	vere made with the know both, under Section 100 lity of the application of prosecute this application owles-33,052; W. Scott ; Charles E. Peeler-4: D. Adams-47,378; Hoa 40; Michael S. Pavento-	on and transact all business in the Petty-35,645; Clark G. Sullivan-5,004; A. Shane Nichols-43,836; ng Vo-47,158; James M. Hannon-42,985; Michael L. Wach-54,517; he calls at (404) 572-4600 obert T. Neufeld
Full name of fourth in	ventor: Scott	Cichter ' )	Citizenshi	o: United States of America

Page 4 of 8

10/30/03

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Residence and Post Office Address: 10175 Barston Court, Alpharetta, GA 30022

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Send correspondence to	Custom 191 Pea	Spalding LLP er No. 20786 chtree Street, N.E., 45 <sup>th</sup> Floor Georgia 30303	Direct teleph	one calls at (404) 572-4600  Robert T. Neufeld	
Full name of fifth inver	tor: Robert I	Reard	Citizens	hin: United States of America	

Page 5 of 8

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Application Serial N	<u>lo.</u>	Filing Date	Status: patented, pe	nding, abandoned	
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Madeline I. Johnston-36					,
Send correspondence to:	O	Spalding LLP r No. 20786	Direct telepho	one calls at (404) 572-4600	
	191 Peac	htree Street, N.E., 45 <sup>th</sup> Floo Georgia 30303	r	Robert T. Neufeld	
Full name of sixth invent	or: Eric Blur	nthal 1	Citizensh	ip: United States of America	

Residence and Post Office Address: 3481 Lakeside Drive, #2403, Atlanta, GA 30326

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Send correspondence	Custome 191 Pea	Spalding LLP er No. 20786 chtree Street, N.E., 45 <sup>th</sup> Floor Georgia 30303	•	one calls at (404) 572-4600  Robert T. Neufeld
Full name of seventh i	nventor: Jenni	fer C. East	Citizensh	ip: United States of America

Residence and Post Office Address: 105 Winthrope Chase Drive, Alpharetta, GA 30004

Page 7 of 8

Country

Application No.

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Filing Date

Residence and Post Office Address: 878 Peachtree Street, N.E., #409, Atlanta, GA 30309

		Yes	No
I hereby claim the benefit below:	under Title 35, United States Code, § 1	19(e) of any United St	ates provisional application(s) listed
(Application No.)	(Filing Date)	(Application No.)	(Filing Date)
insofar as the subject manapplication in the manner disclose material information	tunder Title 35, United States Code, § tter disclosed and claimed in the prese provided by the first paragraph of Title on as defined in Title 37, Code of Fedelication and the national or PCT international	ent application is not of e 35, United States Co eral Regulations, §1.56	lisclosed in the prior United States de §112, I acknowledge the duty to which became available between the
Application Serial No	Filing Date	Status: patented, pe	nding, abandoned
and belief are believed to be and the like so made are processed and that such willful POWER OF ATTORNEY Patent and Trademark Off 36,942; Holmes J. Hawk William O. Isaacs II-44,16	ratements made herein of my own known be true; and further that these statement punishable by fine or imprisonment, or false statements may jeopardize the value. The following are hereby appointed the face connected therewith: Sherry M. Krins-38,913; Steven P. Wigmore-40,44,55; Robert T. Neufeld-48,394; Stephania, Jr48,782; Natasha Horne Moffitt-53,74  King & Spalding LLP Customer No. 20786 191 Peachtree Street, N.E., 45th Floor Atlanta, Georgia 30303	were made with the knowledge both, under Section 10 didity of the application of the appl	owledge that willful false statements 001 of Title 18 of the United States or any patents issuing thereon.  Ition and transact all business in the ott Petty-35,645; Clark G. Sullivan-45,004; A. Shane Nichols-43,836; pang Vo-47,158; James M. Hannon-
Full name of eighth invento	or; Lisa Marie Foley	Citizensh	nip: United States of America

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Date:

Priority Claimed Under 35 USC §119 (a)-(d)